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[Harold Emanuel, Fred Niederman, Stewart Shapiro](#)

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2 [A service science perspective for interfaces of online service application](#)
[Claudio Pinhanez](#)

 October 2008 **IHC '08**: Proceedings of the VIII Brazilian Symposium on Human Systems

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This paper proposes a framework based on Service Science for online service and enables a better understanding of the different issues faced by their delivery personnel. To demonstrate the utility ...

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4 [How DRM-based content delivery systems disrupt expectations of "pers](#)
[Deirdre K. Mulligan, John Han, Aaron J. Burstein](#)

 October 2003 **DRM '03**: Proceedings of the 3rd ACM workshop on Digital rights

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We set out to examine whether current, DRM-based online offerings of music consumers' current expectations regarding the personal use of copyrighted behavior of six music, and two film online distribution ...


Keywords: access control, content distribution, copyright, digital rights management, use, privacy

5 [The impact of the internet on organisational culture within the IT industry](#)

[Pamela Cooke](#), [Jan H. Kroeze](#)

October 2004 **SAICSIT '04**: Proceedings of the 2004 annual research conference of the institute of computer scientists and information technologists on line in South African countries

Publisher: South African Institute for Computer Scientists and Information Technologists

Full text available:  [Pdf](#) (116.40 KB) Additional Information: [full citation](#), [abstract](#), [refer](#)

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A number of factors contribute to the formation of an organisation's culture including its location, nature of work, etc. The organisation's culture is also subject to change, e.g. maturity, state of the economy, ...


Keywords: IT industry, human factors, human-computer interaction, internet, information technology revolution, organisational culture, performance, security, technological vs. social

6 [Cemeteries, oak trees, and black and white cows: learning to participate](#)

[Vicki L. O'Day](#), [Mizuko Ito](#), [Charlotte Linde](#), [Annette Adler](#), [Elizabeth D. Mynatt](#)

December 1999 **CSCL '99**: Proceedings of the 1999 conference on Computer supported learning

Publisher: International Society of the Learning Sciences


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Designers of Internet applications and those helping others learn about the problems Internet newcomers face as they encounter the idiosyncratic structure of the networked world. As part of an ethnographic study ...

Keywords: community settings, conceptual change, home computing, information technology, learning

7 [Gauging adoptability: a case study of e-portfolio template development](#)

 [Owen G. McGrath](#)

November 2005 **SIGUCCS '05**: Proceedings of the 33rd annual ACM SIGUCCS conference on Computer supported collaborative learning

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To help improve the decision-making process involved in planning for deployment of supported internet technologies, the project described in this paper proposes a framework of web survey technology combined with some established ...





Keywords: technology acceptance model, usability evaluation, web-based

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- 9 [Frontmatter \(TOC, Letters, Election results, Software Reliability Resource 2004 and the Software Engineering Volume SE2004, Software Reuse Forward\)](#)
 July 2005 **SIGSOFT Software Engineering Notes** , Volume 30 Issue 4
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